

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

February 2015

## Chapter Stats

New York, Florida & California continue to be the three busiest states on the system while other areas are gaining ground quickly. Other states, while not as busy, continue to post impressive numbers. One state that caught our eye in the month of December was Washington where the local dispatchers increased their incidents by just over 210%. Awesome work by all!

California-3369  
Florida - 1729  
New York - 1360



Pocket

## New T-Shirt Design

The latest IPN T-Shirts are hot off the presses and ready to ship!

Still only 400 rewards point (425 for 2XL) these are a real steal and one of our most popular reward items - order yours today!



Check out this and all our Rewards at:

[www.incidentpage.net/members/rewards.html](http://www.incidentpage.net/members/rewards.html)

## Pop Quiz

EMS is dispatched to a medical aid for an unresponsive victim in a residence. Upon arrival, the ambulance crew reports four patients unconscious, possibly due to a gas leak. A full first alarm assignment from the fire department and 3 additional ambulances are dispatched to assist. Which IPN category would YOU choose for this on-going incident?

- A) 1 Alarm Fire because a 1st alarm was sent
- B) Hazmat because of a gas leak
- C) Mass Casualty because of the number of patients
- D) Special because of the unique circumstances

Check your answer against our QA staff later in the newsletter.

## IPN Dispatcher of the Month

We are pleased to announce that **NHA018** has been named DOTM!

He is a relatively new dispatcher but one we hope will be around for years to come.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

## In This Issue

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## Rule of Three

IPN prides itself on limiting incident updates to significant newsworthy information. Unlike social media, which promotes and encourages comment and updates, IPN wants to limit our updates to critical changes or escalations within the incident. Pulling an additional hose line or calling for routine resources does not qualify.



One update that we do allow, however, is often overlooked: The Rule of Threes.

This rule allows for an update to be sent if three more resources are called to work at an incident. In this context, resources could be a fully staffed Engine, Ladder, Squad, ALS, BLS, Tanker or the like. We would never send an update just to say one more engine is going but you can jot down the special requests and send a page once the magic number is hit. You can also send a page for 3 or more mixed resources. Some examples are:

"U/D: IC Req 3 More Engines to the scene. Fire Through the Roof. 4 Sty Brick Apt Bldg."  
"U/D: Cmd Req Addl 1 Eng, 1 Tower Ladder & 3 More Ambulances. Cellar Fire in Nursing Home K/D Multiple Injured."

This is a great option for areas where there are no multiple alarms. Keep in mind that we do not, under any circumstances, guess at the alarm level. Equivalent alarms are simply not permitted. While you may see another group or online page provide an "equivalent alarm level" please only dispatch actual alarm levels transmitted (we don't want to second guess and it isn't our place to provide an alarm size up beyond what the IC has stated).

In areas where multiple units comprise a single resource the number of units does not count. Remember this is resources. So, In Los Angeles a 3 Unit Task Force is considered 2 resources. A Light Force is an Engine Company married to a truck. They do not separate so they are one resource. In many areas a Strike Team being called would be a valid update. This is most often 5 resources under a single commander. West coast dispatchers may want to use restraint on an alert for every additional Strike Team. Many of the big brush fires get so many strike teams that it would drive folks nuts. Perhaps an update for every "Multiple Strike Team request" would be valid there. Those incidents will be at the discretion of the dispatcher. Common sense should be your guide.

## New Alert Categories

### -Damage Alerts



After much beta testing (thank you to those dispatchers that have helped in that process), we are ready to fully unveil 3 new alerts: Smoke Damage, Water Damage, and Structure Damage. These alerts were created at the request of subscribers that follow-up on incidents like this for their business. These alerts are only enable on those specific profiles so you won't see them come across your phone.

Dispatchers that want to send these types of alerts should send a request to [support@incidentpage.net](mailto:support@incidentpage.net)

Once you are approved, you will be sent a PDF copy of the guidelines as they pertain to these incident types and they will be enabled (for dispatch) on your profile. As we need to trust your discretion in choosing a damage category, dispatchers that abuse the privilege will lose it.

Briefly, these are alerts that do not fit other IPN categories and have some component of property damage (unattended food on the stove, flooding inside a business or residence, structural collapse). In some cases, an alert could be sent to 2 categories (double points!), such as a car into a house (MVA or Traffic AND Structure Damage). For more information, contact your support team.

# EMS Humor

After reading the Pop Quiz, who wouldn't find this funny?

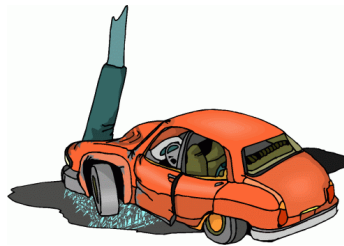


## MVA TA TC?

As a nationally utilized system, there is bound to be some confusion with terminology. One that seems to vary widely from one coast to the other is vehicle accidents.

Depending on your department, it may be called a motor vehicle accident, traffic accident, vehicle collision, traffic collision, etc. We could fill an entire article with the multiple variations! What really matters is that the page makes sense and that someone not familiar with public safety jargon or someone from out of your area can understand.

While clear text is preferred (and quickly becoming the



rule in departments all around the US) IPN does allow for use of abbreviations from our approved list. The list isn't perfect but does provide the means for someone unfamiliar with a term to have a place to look it up.

Please note that case & punctuation are important (MVA not mva, M/V/A). Approved IPN abbreviations are found [here](#).

## Happy Birthday IND041!

Everyone at 911 iMedia would like to wish Jason Wheatley a Happy 30th Birthday.

We know this is unusual but in this case we feel it is warranted. Jason is an amazing young man who has been with IPN for a long time. He has muscular dystrophy but you would never know it. He is one of the most positive people we have ever met. He is an inspiration to all of us. In fact, he was recently featured in a news story because he helped a local 5 year old with similar health problems. That story can be found here: [One Day @ A Time](#)

We are proud to have him in the IPN family and call him friend. Please reach out to him on Feb 18th and say Happy Birthday.

Click for [IPN Mail](#)



Photos by Rick McClure

12-24-2014 00:43 | Los Angeles| Major Accident| M8| WB 118 Fwy & Topanga Canyon Blvd|RA96 o/s Veh OTS, 2 persons trapped| LAX003

## Incident Photos



### Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:  
[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)  
(emails to support are stripped of all attachments.)



12-08-2014 01:35 | Los Angeles| LAFD Maj Emerg Fire| 909 W Temple St|Large apartment building under construction| WAS007

## Ask QA

### -Minor Extrication

Our QA Support Staff received this question and we wanted to share the answer with all of you:



"We just had a vehicle accident with minor injuries so I sent a Traffic Advisory page but then the Incident Commander reported they had to pop the door with the Jaws to help get one of the victims out. It really wasn't a major accident with entrapment, so I didn't send an update, but I wanted to check... Does every crash where the Jaws are used get paged as a Major Accident?"

Excellent question!

As we all know, one of the requirements for a Major Accident is entrapment with extrication needed, but you as the dispatcher can think this through. If there are minor injuries and the decision is made to use the Jaws to open a door to help someone get out easily (such as an older occupant or perhaps someone who uses a wheelchair or walker) it can remain as a Traffic Advisory. In this situation the use of the extrication equipment was a precautionary measure, not used due to serious injuries or significant entrapment.

Of course every situation is different, and if you are unsure, go with the Guidelines. But if you have a minor incident and tools are used to open a door, there really is no need to embellish the page just to make it appear bigger or worse than it actually is.

Do you have a question for our QA staff?  
Send it to [support@incidentpage.net](mailto:support@incidentpage.net)

## Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

[JULY 2014](#) [JANUARY 2015](#)  
[AUGUST 2014](#)  
[SEPTEMBER 2014](#)  
[OCTOBER 2014](#)  
[NOVEMBER 2014](#)  
[DECEMBER 2014](#)



## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

**Newsletter Story & Photo Submission:**

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

**General Support:**

[support@incidentpage.net](mailto:support@incidentpage.net)

**Dispatcher Admin Office:**

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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## Pop Quiz Answer

Answer:

B - Natural gas leaks are a hazardous materials incident. There is no fire and the MCI response is caused by the Hazmat situation.

How did you do? Don't be afraid to use the online guidelines, that is what they are there for.

Don't forget to follow us on Facebook and join the [IPN Dispatcher facebook page](#). Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!